



Appendix H. Solution Implementation Notes

Table H-1: Mobility Management, Travel Training, and Transportation Coordination Activities

| Proposed Solution | Gaps Addressed | Implementation Issues |
|--|---|---|
| Travel training and promotion to seniors and/or people with disabilities | Fear of using transit, lack of knowledge and familiarity with transit options | Feasible |
| Enhanced local information and referral systems, including One Call/One Click centers, comprehensive mobility guides | Lack of comprehensive mobility information that includes resources other than conventional transit and ADA paratransit. | Information needs to be updated and verified frequently |
| Human service transportation coordination (e.g. cost sharing arrangements, joint procurements, joint maintenance, vehicle sharing) | Insurance, audit and report issues for small agencies, uncoordinated service, uncoordinated information, underutilized equipment. | Effective implementation will vary based on local structures. |
| Enhanced regional information (using 511 or other means) about public transportation for paratransit users, people with disabilities, and speakers of languages other than English | Lack of live information for multi-operator trips. Very limited information in other languages. | Cost. Need to identify an appropriate agency or agencies |
| Targeted marketing and "buddy" programs where experienced transit riders accompany and support new riders | Fear of using transit, lack of knowledge and familiarity with transit options | Feasible |



Table H-2: Additions or Improvements to Paratransit that exceed ADA Requirements, and Demand-Responsive Services Other Than ADA Paratransit

| Proposed Solution | Gaps Addressed | Implementation Issues |
|---|--|---|
| Volunteer driver programs, including training and recruitment of drivers | Need for assistance, help carrying packages, intermediate stops such as waiting for a rider at a pharmacy or bank, shorter travel times. | Working well in some areas, but others have difficulty recruiting volunteers. Need to address insurance issues. |
| Help for community organizations to expand service | Lack of alternative services, financial difficulties of community organizations, insufficient vehicles, insurance issues. | Depends on community organizations with capacity and interest to provide service. Should be coordinated with ADA paratransit. |
| Intelligent Transportation Systems (ITS) improvements | Service quality issues, problems waiting for vehicle arrivals, limited booking hours. Inability to co-mingle passengers on the same vehicle | Details about uses of technology and related customer policies need to be resolved by each operator. Development and application of cost-allocation software |
| Taxi discount and voucher programs, including the possibility of purchase of a guaranteed level of taxi service by transit agencies | Same-day service, service pending ADA eligibility, service when ADA paratransit does not operate, travel times, travel needs of non-ADA people. | Depends on availability of quality taxi service; lack of accessible taxicabs. |
| Sharing of provider training and methods | Inconsistent quality regarding passenger assistance, transfers, etc. | Need to address issues of contractor proprietary information, different policies and equipment among systems, impact on contractor operations. |
| Non-emergency medical transportation for Medi-Cal patients and non-ADA eligible seniors and people with disabilities | Lack of appropriate, affordable service, especially for dialysis trips. | If implemented by a transit operator, may require separation from ADA paratransit and resolution of issues concerning use of Federally funded equipment, competition with private sector. |
| Premium services on ADA paratransit. | Could address a variety of gaps depending on service offered, from limited service area to limited hours of operation to | Operators may need to collect premium fares to offset higher costs of providing service beyond ADA requirements |

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|---|--|--|
| Feeder service connecting to fixed-route transit | Excessive trip times for certain trips if offered as an optional service (distinct from a required mode as permitted by ADA for some customers and trips). | Need to address trip planning and coordination with transit schedules, especially for transfers from fixed-route to paratransit. |
| Transfer assistance to help with multi-operator paratransit trips and transfers between paratransit and fixed-route service | Coordination problems making inter-operator trips | Limited number of locations with sufficient volume; cost of staffing. May require cost sharing agreements between operators. |
| Demand-responsive group shopping service | Non-ADA eligible people who cannot use transit if they need to carry packages. | Good models exist. |
| Incentives or assistance for wheelchair-accessible taxicabs | Lack of taxi service accessible to wheelchair users. | Requires cooperation of taxi companies, drivers, and cities that regulate taxis. Possible use of New Freedom or other funds for accessible taxi subsidies. |
| Incentives or assistance to improve the quality of taxi service | Service issues limit usefulness of taxis for older people and people with disabilities. | Few models to follow. Needs cooperation of taxi companies, drivers, and cities that regulate taxis. May require financial incentives. |
| Escorted travel on paratransit | Need for assistance by some riders who have no attendants. Also some return trip issues, picking up at large complexes. | Need to recruit, train, and retain staff and/or volunteers to perform this function. |
| Improved performance and service quality measurement with rider participation | Gaps or limits of service quality measurement by contractors. | Requires training and monitoring to ensure objectivity. |



Table H-3: Additions or Improvements to Public Transit Services and
Transit Access

| Proposed Solution | Gaps Addressed | Implementation Issues |
|---|--|--|
| Pedestrian infrastructure improvements | Limited access due to sidewalk condition, crossings, curb cuts, lack of bus bulbouts, lighting, sidewalk extensions, waiting areas, etc. | Implementation depends on cooperation of cities. Some transit agencies have ceded control of bus stop amenities to others. Cost. |
| Pedestrian safety planning, especially for low-cost, high-impact solutions | Short crossing times and right turn on red limit access in some locations. Infrastructure improvements and law enforcement need targeting. | Requires cooperation of cities, counties and police. |
| Transit information in accessible formats, including real-time information | Hard-to-read, confusing schedules; lack of alternatives for deaf, and blind or low-vision riders. Lack of user-friendly real-time information | Need to establish solutions locally in the absence of clear standards. |
| Restoration of fixed-route transit services that have recently been cut | Limited or no existing public transit services in some areas, nights and evenings, and on weekends. Long waits for transit and inconvenient transfers. | Feasible, but need to address cost and productivity. Eligible for JARC but not New Freedom funding. |
| Expanded fixed route transit services | Limited or no existing public transit services in some areas, nights and evenings, and on weekends. | Feasible, but need to address cost and productivity. |
| Better connections between transit systems | Issues with physical access, schedule coordination, multi-operator trips to important destinations. | Feasible to address physical issues, but may require multi-agency cooperation, including cities. Schedule coordination can be difficult. |
| Increase awareness of wheelchair securement issues among transit and paratransit riders | Mobility devices that cannot be safely secured, while safe alternatives exist. | Resistance due to price, lack of standards, insurance limitations. |
| Transit safety education | Fear of crime on transit | Needs cooperation of police, transit security personnel, curriculum development. |



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|--|--|---|
| Senior-friendly shuttles, jitneys, or circulators | Difficulty using transit for local trips, trips with packages, shopping carts, etc. Stops that are far from facilities or with long walks to the door. | Funding, and ensuring services are accessible for persons with disabilities. |
| Targeted transit route and stop adjustments | Lack of stops and routes that are convenient to destinations important to seniors and people with disabilities. | Feasible, but each will need to be examined for operational impact. |
| Provide additional bus pass vendor outlets | Numerous fare instruments are difficult to obtain or use | Feasible but further study would be needed to target new locations |
| Additional wheelchair spaces on transit vehicles | Long waits if all wheelchair spaces are taken. | Depends on equipment and routes. Equipment is not always assigned to specific routes. Space may also be lacking for other passengers. |
| Additional driver training on accessibility issues and features | Issues with securement and passing-up wheelchair users at bus stops with no explanation. | Could be contract issues at some operators. Securement issues often involve inherently difficult to secure mobility devices. |
| Targeted law enforcement to improve pedestrian safety near transit stops | Traffic and parking violations near stops, which create dangerous conditions and limit access to transit. | Requires cooperation of cities, counties and police. |
| Courtesy or flag stops for people with disabilities | Long distances between stops. | Feasibility will vary by type of area, availability of safe stopping locations. |



Table H-4: Solutions to Address Affordability Barriers

| Proposed Solution | Gaps Addressed | Implementation Issues |
|--|---|---|
| Bicycle assistance and safety training | Affordability of car ownership, "last mile" access to fixed-route transit and pedestrian safety issues | Not currently eligible for 5310/New Freedom funding |
| Auto loan programs for low-income families/individuals | Affordability of car ownership, lack of access to fixed-route transit | Need to establish eligibility/screening criteria. Not eligible for 5310/New Freedom funding |
| Offer or expand car sharing for low-income families/individuals | Affordability of car ownership | Not eligible for 5310/New Freedom funding |
| Discounted transit fares or other subsidies beyond those already provided for seniors and people with disabilities | Affordability of some long trips, multi-operator trips. | Need to resolve eligibility, consistency among operators, impact on ADA eligibility process. Cost. |
| Discounted transit fares for low-income youth or adults | Affordability of service for people with limited incomes, especially long trips to work or school | Would require new eligibility determination framework(s) to be implemented, but some models exist in the region. Cost and funding eligibility issues. |
| Discounted paratransit fares | Affordability of service for people with limited incomes, high medical expenses, need for frequent trips. | Could be oversubscribed. Cost. |

Table H-5: Other Solutions

| Proposed Solution | Gaps Addressed | Implementation Issues |
|--|---|--|
| Training for older drivers | Limited knowledge of alternatives among long-time drivers; need for help planning for driving retirement. | It may be hard to add material about mobility options to nationally established driver training curricula. |
| Partnership with the DMV to assist people who have just lost their licenses | Limited knowledge of alternatives among long-time drivers; need for help planning for driving retirement. | Requires cooperation with DMV and funding. |
| Funding for the development of emergency planning and evacuation training programs | Lack of specifically designated funds for emergency planning and evacuation of people with disabilities | Cost |



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|---|--|---|
| Funding for specific technological improvements such as cell phones with GPS devices | Current funding parameters do not accommodate technology that could be useful for improved service delivery, to address problems such as locating riders at large complexes | Federal and State contracting procedures may take long time to change. |
| Increased funding flexibility to allow for more energy efficient vehicle purchases, for example as part of the 5310 program | Current Federal and State contracts provide limited range of vehicles for volume purchasing at discounted rates | Federal and State contracting procedures may take long time to change. |
| Funding assistance for items such as fuel purchases | Lack of funding to specifically address fluctuations in fuel prices and alternative fuel solutions | Cost. |
| Wheelchair breakdown service | No service is available in most areas, or is extremely expensive. Lack of such service may limit willingness to use transit. | Responsible entity will vary in each area. |
| Localized mobility device-sharing programs | Difficulty or uncertainty for walkers accessing pedestrianized business districts and shopping centers where loaner wheelchairs or scooters are not otherwise made available | No such programs currently exist, but have been implemented overseas (such as Shopmobility UK). |

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